



**Office of the State
Long-Term Care Ombudsman**

September 2006

Advancing Excellence in America's Nursing Homes



As America's 77 million baby boomers begin turning 60 this year, a new, broad-based coalition of long-term care providers, caregivers, medical and quality improvement experts, government agencies, and consumers is launching an initiative to improve quality of care and quality of life for the country's 1.5 million nursing home residents. The two-year, voluntary campaign, *Advancing Excellence in America's Nursing Homes*, will kick off at a national Quality Summit in Washington,

DC., on September 29, 2006.

The new grassroots-focused campaign will build on and complement the work of existing quality initiatives including the Nursing Home Quality Initiative (NHQI), Quality First, and the culture change movement.

"The Centers for Medicare & Medicaid Services (CMS) is pleased to be a part of this unprecedented coalition of organizations representing providers, consumers, and government supporting the *Advancing Excellence in America's Nursing Homes* campaign," said CMS Administrator Mark B. McClellan, M.D., Ph.D. "We all share the very important goal of creating an environment where high quality nursing home care is an expectation for every American."

To ensure that continuous quality improvement is comprehensive, sustainable and consumer-focused, the coalition has adopted goals that seek to improve clinical care; incorporate nursing home resident and

family satisfaction surveys into continuing quality improvements; and increase staff retention to allow for better, more consistent care for nursing home residents.

The coalition's one-day national Quality Summit will assess quality in today's nursing homes; the need for public confidence in long-term care; the role of the caregiver workforce in quality improvement; and how the campaign will be implemented at the national and local levels. Keynote addresses from the co-chairs of the National Commission for Quality Long-Term Care, former Senator Bob Kerrey and former Speaker of the House Newt Gingrich, are expected to highlight the critical timing and goals of this effort.

Full Press Release at:
www.nhqualitycampaign.org



Empowerment & Advocacy

The extraordinary Helen Keller, who despite being blind and deaf, achieved so much in her life, once said: The world is moved not only by the mighty shoves of the

heroes, but also by the aggregate of the tiny pushes of each honest worker.¹

As a Certified Volunteer Ombudsman, you are protecting the civil and human

of the elderly in long-term care facilities. Your empowerment and advocacy is an important part of our program!

Nancy Ochoa, MCJ
Volunteer Coordinator



Governor
Kathleen Sebelius

Resident Rights

**National Resident's
Rights Week**

October 1-7, 2006

Choice · Accountability ·
Rights Empowerment

care
Choice · Accountability · Rights · Empowerment
Matters

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1. www.thefamilycaregiver.org

A word from the Acting State Ombudsman Gilbert Cruz, RRT MPA

Living in Kansas all my life, I am continuously amazed by its communities. I was fortunate to visit the southeast and southwest parts of the state these past two weeks.

During my visits, I met with two assisted living and four nursing homes. The interaction with residents, staff, state representatives, and of course; regional and volunteer ombudsman were all very enjoyable.

These wonderful opportunities gave me a greater appreciation of why this state is worth living in.

While serving on the Leadership Kansas Board of Trustees, I have experienced and visited many of the remarkable communities across the State of Kansas. It is my pleasure to continue to visit these communities, while I advocate for the residents in adult care homes.

These visits produced a valuable insight on how to better shape our program to properly reflect the wishes of Kansas residents in Long-term Care facilities.

Please pay particular attention to the front page article provided by our affiliate NCCNHR (National Citizens' Coalition for Nursing Home Reform) concerning the national quality in nursing homes

conference. It is truly time for the vast majority of stock holders in LTC (Long Term Care) arena have pledged to work together. Lastly, AARP will be giving out certified and regional ombudsman buttons to wear.

This is to make residents aware of the personal needs allowance. The PNA went from \$30 to \$50 on July 1, 2006 and will go to \$60 in July 2007. This is a victory for the residents, AARP, and the Ombudsman program!

American Culture

Transforming the Culture of Aging in America



<http://www.unitedwaynwa.org>

The movement for culture change in the care of older persons is of great importance to elders, their families, and those who provide care for them. Society typically views aging, especially long term care, as negatively characterized by separation, isolation, loss of independence, and loss of control. Since the early 1970's, a group of individuals have been instituting changes that are intended to transform nursing homes into places for people to live and grow, rather than to decline and die. These pioneers came together in March of 1997 at a meeting facilitated by LIFESPAN in

Rochester, New York. This meeting generated common values and principles, a framework for culture change work, and the widely used report entitled "Meeting of Pioneers in Nursing Home Culture Change". Under the leadership of RoseMarie Fagan, Director of LIFESPAN'S Nursing Home Culture Change Project, future meetings produced work teams, a steering committee, community round tables, mission and vision statements, media task forces, and preliminary plans for a national conference. In January 2000, the organization's name was changed to the Pioneer Network. The first national Pioneer conference was held in August 1999 and by January 2001, a nine-member Board of Directors was elected, a strategic plan was developed, with RoseMarie Fagan named as Executive Director. A 2nd National Pioneer Network Conference was planned for August 2001 and have been annually since.. The 2004 conference entitled "There's No Place Like Home" will take place August 4-7 at the Overland Park Convention Center in Kansas. As the culture change movement

has gained momentum, The Pioneer Network has become a growing resource for numerous organizations, community and state coalitions, health care organizations, and specific facilities. Even states and regulators are starting to take notice of Pioneer Network efforts to promote the vision of a new culture of aging that is "life-affirming, satisfying, humane and meaningful". The following values are inherent in the Pioneer Network's philosophy of care.

Kathryn Kelli Hawver, MA CCC-SLP
Director of Rehabilitation – Teresian House Nursing Home

Complete Article at:
<http://www.teresianhouse.com>

New Volunteer Training

Southwestern Kansas

Certified Volunteer Training for Region 5 will begin on October 11th at 9:30 a.m. in the Grant County Library Cooper-Clark Room. Please share this information with others living in Southwest Kansas. Anyone interested in attending may contact Nancy Ochoa at 1-877-662-8362. See you there!



<http://www.pioneenetwork.net>

Celebrating Resident Right's Week



HISTORY

Residents' Rights Week is designated by the National Citizens' Coalition for Nursing Home Reform (NCCNHR) each year to honor residents living in all long-term care facilities, including nursing homes, subacute units, assisted living, board and care, and retirement communities. It is a time to reflect on the importance of the Nursing Home Reform Law of 1987 which promises quality of life and care and residents'

During this week NCCNHR also gives special recognition to the work of thousands of individuals who collaborate daily to help assure that dignity, privacy and other basic human rights - often taken for granted in the community - are maintained as an integral part of the lives of residents living in long-term care settings.

Residents' Rights Week originated in 1981 at an annual meeting of the National Citizens' Coalition for Nursing

Residents' Rights Week originated in 1981 at an annual meeting of the National Citizens' Coalition for Nursing Home Reform. Several nursing home residents in attendance (from NY, MN, WA, IN and DC) decided that it would be special for all residents across the country if time were set aside to celebrate residents and their rights, separate from annual National Nursing Home Week events always held in May. NCCNHR organized a successful petition drive to persuade Congress to designate a "Residents' Rights Day."

Senator Claude Pepper (D-FL) and Senator David Pryor (D-AR) responded by introducing a Congressional Resolution for that purpose. Since 1980, NCCNHR has preserved this tradition, although we have extended the designation to a full week so that facility staff, family members, community advocates and ombudsmen will have flexible opportunities to conduct educational programs and festive events.

Thank you for working to make Residents' Rights Week special and meaningful for all involved.

<http://www.ltcombudsman.org>

Opening the door: A resident's right to visitation.

- Help me find a quiet place to visit with my family and friends.
- Assist me in preparing for company

by offering to fix my hair or get me dressed in time.

- Treat my family and friends with respect.
- Get to know me by talking with people who visit me.

- Remember that if I choose to, I can refuse to visit with some one.

- Remember to give me time alone with my spouse.

- Invite my visitors to participate

in scheduled activities.

- Please remember to knock and give me a chance to answer before entering my room.

An Ombudsman's Perspective

A World According to Volunteers

As a Regional Ombudsman I am well aware of the contributions made by all of the volunteers within our organization. Sometimes your work is not easy, but your efforts are recognized and appreciated. What you do has put you in a world of your own, with a world view much different from the world view of those non-volunteers that are your contemporaries.

In today's world, volunteers are an *anomaly*; (i.e. different, in that they are a deviation from the normal or common order). In the world of the "average Joe" a volunteer appears to be a strange breed indeed. The "average Joe" could not imagine performing a service, or assuming an obligation without in turn receiving just compen-

sation for said services. However, there are those mystical, perplexing, almost "other worldly" men and women who seem to have broken the mold, or to have clawed their way out of the *morass of the average*. These men and women are volunteers!

How shall I describe a volunteer? They are difficult to characterize. An author by the name of Harriet Taylor wrote in her book "Volunteers Today" that "volunteers are unique and valuable people that like to become involved in the lives of others; they are awed by difference, and enjoy building unity out of diversity."

Volunteers view the world differently. For example, most people will do whatever it is

that needs to be done as long as they are paid to do it, but a volunteer's attitude is: if it's worth doing, it's worth doing even if there is no money to pay for it. Volunteers believe that actions speak louder than words or checkbooks! "A volunteer is a person whose charity is fidelity, who is faithful in an unfaithful world, grateful in an ungrateful world, giving when all about are grasping, listening when others need to tell about their fears and problems." -- From "The Beacon," newsletter of Birthrite, South Africa.

Of course the generally accepted convention to most of the world is: "I do for you, if you do for me!" Susan J. Ellis, President of Energize, Inc., a

training, consulting, and publishing firm that specializes in volunteerism said: "Paul Revere earned his living as a silversmith, but what do we remember him for? *His volunteer work!* All activism is volunteering in that it's done above and beyond earning a living and deals with what people really care passionately about.

Our volunteers are in the fray, and they battle for the rights of those frail and elderly that cannot battle for themselves. Our volunteers march to a different drumbeat than the rest of the world, and I'm glad they do. To all of those volunteer ombudsman that work with us; we salute you!
James Grooms, Regional Ombudsman
Region 7

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RETURN SERVICE REQUESTED

OMBUDSMAN:

Reaching out for Quality Care
(785) 296-3017
Toll Free: 1-877-662-8362
Email: LTCO@da.state.ks.us

Gilbert Cruz, RRT MPA
Acting State Ombudsman (785) 296-3017

Sue Schuster	Region 1	Great Bend	(620) 793-7694
Cynthia Bailey	Region 2	Topeka	(785) 296-2962
Joe Dobson	Region 3	Overland Park	(913) 826-7474
Gloria Simpson	Region 4	Wichita	(316) 337-7379
Jan Scoggins	Region 5	Dodge City	(620) 225- 2439
Velvet Johnson	Region 6	Hays	(785) 628- 3121
James Grooms	Region 7	Topeka	(785) 296- 6017
Gina Johnston	Region 8	Pittsburg	(620) 230-0743

We're on the Web
at: [Http://da.state.ks.us/care](http://da.state.ks.us/care)



This Month Events

Region 1

Hutchinson Meeting:

No Meeting

Great Bend Meeting:

September 26th 4:30-6pm

LaRae's home

Salina:

No meeting

Region 2

Topeka Meeting:

September 23rd

10-12pm

Topeka Public Library

Region 3

Kansas City Meeting:

September 13 at 9:30 am

SRS Sunflower Room

Overland Park, KS

Region 4

Wichita's Meeting:

Downtown Senior Center

September 11, 2006 at 6pm

200 S. Walnut, 2nd Floor

Region 5

Southwest Kansas

September 14, 2006 at

9:30am - Annual SW KS

Area on Aging Conference.

Our Lady of Guadalupe

Parish Center

Region 6

No Meeting

Region 7

No Meeting

Region 8

Tuesday September 26 at

1:30 pm

Workforce CTR Conference



<http://www.pioneernetwork.net>

What is New

New Certified Volunteer Training coming in September at the Salina Senior Center, Salina Kansas. The following dates are scheduled: September 7, 14, 21, 28, October 5, 12th, 19th, and 26th 1:30 -4:30pm.

If you know of someone, who wants to volunteer, or they are thinking about volunteering. Please have them give us a call at (785) 296-3017 or Toll Free 1- 877-662-8362

For any questions or comments, contact:

Nancy Ochoa, Editor

(785) 368-7321 or 877-662-8362

Mission Statement

To advocate for the well being, safety, and rights of residents of Kansas Long-Term Care facilities by assisting them in attaining the highest possible quality of life.